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| **Role Title:** | Problem & Change Analyst |
| **Report to (title):** | Problem & Change Manager |

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| **ABF BTS Centre Overview** |
| We support all business globally under the Associated British Foods (ABF) umbrella each with different requirements and levels of IT maturity. This means that we get the opportunity to work internationally with a variety of technology and solutions so while we have a wide variety of these listed in our role profiles, we don’t expect you to be an expert in them all. Our teams are made up of great people with different levels of experience and we actively support development in a direction that works best for you. |

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| **Role Summary** |
| As per the description the role requires the delivery of two ITIL functions Problem Management and Change Management.  Change Management is conducted as an internal BTS function where all submitted technical change requests for BTS managed products are properly assessed to ensure they meet the required quality standards and that the business impact and any risks have been considered and evaluated. These requests will then need to be managed through the required approval workflows, either as low-level standard change or via our internal Technical Change Advisory Board, any significant changes are also presented to the business units. Daily change reporting is also created and issued out to various stakeholders. The team also provides support to internal team’s members in relation to any change related queries they may have.  Problem Management requires various aspects from pro-active data analysis to identify reoccurring incidents with a view to investigating through to a permanent solution wherever possible. There is a considerable amount of engagement and stakeholder management required with both internal technical teams, end users and business IT representatives to own and drive any problem records forward to an agreed outcome. Analysts will be assigned a set of business units and it will be their responsibility to undertake all the required actions to support them under problem management. |

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| **Role Responsibilities/Accountabilities** |
| Review changes raised against the infrastructure in use to ensure they meet required quality standards. |
| Conduct an overall risk assessment and risk mitigation actions for changes being proposed or where a potential solution has not been identified to minimise business impact. |
| Prepare change proposal for presentation and agreement at the Change Advisory Board (CAB),  Follow-up on actions agreed by CAB in collaboration with business unit user and BTS colleagues to achieve the required resolution or agreed level of mitigation. |
| Track changes introduced against problem tickets and user feedback to assess success and/or to plan follow-up investigation. |
| Preparation of data and reports relevant to all upcoming changes. |
| Analyse ticket data from our customers to identify trends, spikes, frequency, or severity of incident arising to identify recurring or significant problems, including analysis of any availability and capacity reports. |
| Prioritise problems from data analysis based on business impact, raise a problem ticket, and agree an investigation strategy with the business units and BTS colleagues. |
| Ensure all problems are managed and resolved in a timely manner. |
| All problems are logged and managed in the ITSM tool (Assyst) |
| Engagement with customers and internal stakeholders to provide regular updates/summaries of problem records and next steps/actions. |
| Investigate problems via engagement with business unit users, BTS staff and where required with relevant third-party providers to fully understand the problem and possible root causes |
| Propose remedial actions and develop a plan in collaboration with BTS colleagues and conduct testing in agreement with the business unit users. |
| Manage queries in relation to either raised change requests or problem records. |

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| **Shift/Working Pattern** |
| Monday to Friday – normal office hours |

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| **Experience, Knowledge, Skills & Attributes** | |
| Essential | Desirable |
| Proven experience of Change Management including the management of technical changes | Experience working in a customer facing technical role. |
| ITIL service management knowledge. | Proven experience working with and managing 3rd party suppliers. |
| Qualified to ITIL Foundation stage. | Microsoft Power BI. |
| Can demonstrate experience of delivery of excellent customer service/stakeholder management. | Understanding of M365 and Azure Products. |
| Confident to challenge the status quo and propose better alternatives. | Ability to self-organise and prioritise their workload. |
| Excellent data analysis skills. | ITIL 4 Foundation qualification. |
| Knowledge/understanding of IT Infrastructure components. | Strong Excel skills. |

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| **Decision Making, Influence & Key stakeholders** |
| Able to work independently and manage/prioritise their workload accordingly.  Will be working with both internal and external stakeholders alike, some of which will be of a senior management level, so should be comfortable in doing so.  Able to make decisions on submitted changes and problem records in so that they are progressed efficiently and effectively. |

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| **Other Information** |
| Hybrid working model, mainly working from home, but will be required to travel to the Peterborough office as and when required to do so, (normally once or twice a week). There could also be occasions when a full week in the office is required, especially in the early stages to aid the successful candidate with onboarding. |